

Citizen's / Client's Charter (CCC) - 2019

Ministry of Electronics and Information Technology (MeitY) Government of India

Address : Electronics Niketan, 6, CGO Complex,
Lodhi Road, New Delhi - 110003

Website ID : <http://MeitY.gov.in>

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Citizen's/Client's Charter - Index		
Section	Item/Subject	Page #
1	Introduction & Vision	3
2	Mission	3
3	Objectives	3
4	Functions / Activities	4
5	Main Services / Transactions	5
6	Service Standards	16
7	Grievance Redress Mechanism	19
8	Stakeholders / Clients	20
9	Organisations of MeitY (Attached Offices and Subordinate Organisations)	21
10	Indicative Expectations from Service Recipients	27

Citizen's/ Client's Charter

Introduction

Ministry of Electronics and Information Technology (MeitY)¹ is responsible for formulation, implementation and review of national policies in the field of information technology, electronics, internet (all matters other than licensing of Internet Service Provider), UIDAI and associated services & applications.

Vision

The Vision of the Ministry is e-Development of India as the engine for the transition onto a developed nation and an empowered society.

Mission

The Mission is to promote e-Governance for empowering citizens, promoting the inclusive and sustainable growth of the Electronics and IT & ITeS industries, enhancing India's role in global platforms of internet governance, adopting a multipronged approach that includes development of human resources, promoting R&D and innovation, enhancing efficiency through digital services and ensuring a secure cyberspace.

Objectives

- e-Government - Providing e-infrastructure for delivery of e-services,
- e-Industry - Promotion of electronics hardware manufacturing and IT-ITeS industry,
- e-Innovation / R&D - Implementation of R&D Framework - Enabling creation of innovation/ R&D Infrastructure in emerging areas of ICT&E/Establishment of mechanism for R&D translation,
- e- Learning - Providing support for development of e-Skills and knowledge network,
- e-Security - Securing India's cyber space,
- e-Inclusion - Promoting the use of ICT for more inclusive growth,
- Internet Governance - Enhancing India's role in global platforms of internet governance.

¹ Inserted vide Amendment series no.327 dated 16.07.2016. Earlier (as Department) modified vide Amendment series no.300 dated 26.02.2012.

Functions/Activities (Allocation of Business Rules) :

1. Policy matters relating to Information Technology; Electronics; and Internet (all matters other than licensing of Internet Service Provider).
2. Promotion of internet, IT and IT enabled services.
- 2A. Promotion of Digital Transactions including Digital Payments.²
3. Assistance to other departments in the promotion of E-Governance, E- Commerce, E- Medicine, E- Infrastructure, etc.
4. Promotion of Information Technology education and Information Technology-based education.
5. Matters relating to Cyber Laws, administration of the Information Technology Act, 2000 (21 of 2000) and other IT related laws.
6. Matters relating to promotion and manufacturing of Semiconductor Devices in the country excluding all matters relating to Semiconductor Complex Limited (SCL), Mohali.³
7. Interaction in IT related matters with international agencies and bodies e.g. Internet for Business Limited (IFB), Institute for Education in Information Society (IBI) and International Code Council – on line (ICC).
8. Initiative on bridging the Digital Divide: Matters relating to Digital India Corporation (DIC)⁴
9. Promotion of Standardization, Testing and Quality in IT and standardization of procedure for IT application and Tasks.
10. Electronics Export and Computer Software Promotion Council (ESC).
11. National Informatics Centre (NIC).
12. Initiatives for development of Hardware/Software industry including knowledge-based enterprises, measures for promoting IT exports and competitiveness of the industry.
13. All matters relating to personnel under the control of the Ministry.⁵
14. Unique Identification Authority of India (UIDAI).⁶

² Inserted vide Amendment series no. 332 dated 13.02.2017.

³ Inserted vide Amendment series no.279 dated 01.03.2005 and further modified vide no.322 dated 17.03.2016.

⁴ Modified vide Amendment series no. 345 dated 17.10.2018.

⁵ Modified vide Amendment series no. 281 dated 01.09.2005, Further modified vide amendment series no. 327 dated 16.07.2016.

⁶ Inserted vide Amendment series no.318 dated 12.09.2015 (Earlier inserted under Planning Commission vide Amendment Series no. 296 dated 22.02.2010 and in NITI Aayog vide series no. 312).

Main Services / Transactions

Sl. No.	Services / Transaction	Officer Responsible (Designation)	Email	Mobile/ Phone No.	Process	Documents Required / Fees applicable
1	CSC 2.0: A way forward	Shri Pravin R Chandekar, Scientist F	pravin.chandekar@gov.in	9891948880 011-24360206	<ul style="list-style-type: none"> Release of next grant/instalment 	Submission of Utilization Certificate, recommendation of Project Review & Steering Group (PRSG), Finance concurrence, administrative approval from competent authority
2	Approval of new project proposals for various eGovernance projects	Director (e-Gov) Shri Pravin R Chandekar, Scientist F Shri Uma Chauhan, Scientist F	pravin.chandekar@gov.in uma.chauhan@meity.gov.in	011-24360206 9891948880 011-24364711 9811855152	<ul style="list-style-type: none"> Submission of Project Proposals in the prescribed format, Evaluation of the Project proposals by the Competent Authority JS (eGov) or Working Group under JS (eGov). Approval of the Project Proposals by Competent Authority (Finance & administrative). 	Detailed Project Report in format as per the OM dated 05-08-2016 issued by Ministry of Finance (Department of Expenditure)
3	CSC-2.0, eTaal-2.0 MMP, Capacity Building (CB Phase-II), Awareness & Communication, NeGD-2.0, eDistrict MMP, Open	Shri Pravin R Chandekar, Scientist F	pravin.chandekar@gov.in	9891948880 011-24360206	<ul style="list-style-type: none"> Monitoring & Controlling Release of next grant/instalment 	Submission of Utilization Certificate and Progress Report, Recommendation of Project Review & Steering Group (PRSG),

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

	Government Data, e-Mail Solution, Securing e_mail Infra, MyGov, eGreeting & eSampark, PRAGATI					Finance concurrence, administrative approval from competent authority
4	Cloud Services / CMO, State Data Centre, National Scholarship Program 2.0, eGov. Appstore, Open Forge, India Portal, Website Quality Testing, Development of CMF for Govt. Website, BAS	Shri Uma Chauhan, Scientist F	uma.chauhan@meity.gov.in	011-24364711 9811855152	<ul style="list-style-type: none"> Monitoring & Controlling Release of next grant/instalment 	Submission of Utilization Certificate and Progress Report, Recommendation of Project Review & Steering Group(PRSG), Finance concurrence, administrative approval from competent authority
5	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	Smt . Geeta Kathpalia, Group Coordinator & Scientist G	geeta@meity.gov.in	011-24301411 9810710914	<ul style="list-style-type: none"> Project Proposal approved by the Empowered Committee on SWAN. Project Proposal apprised/concurred/ approved by the Finance Division / competent authority Issue of Administrative approval Release of grant/instalment 	<ul style="list-style-type: none"> Detailed Project Proposal Empowered Committee(EC minutes) Administrative approval Utilization Certificate (UC) & Minutes of State Implementation Committee

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

6	Release of Installments to State Governments for SWANs	Smt. Geeta Kathpalia, Group Coordinator & Scientist G	geeta@meity.gov.in	011-24301411 9810710914	<p>Seeking the reports on:</p> <ul style="list-style-type: none"> • Bandwidth Utilization of the Network • Delivery of Services • Review of Physical & Financial Progress • Utilization Certificate (UC) of release of funds • Quarterly Granted Revenue (QGR) certified by Third Party Auditor (TPA). 	Utilization Certificate (UC) & Minutes of State Implementation Committee Meetings
7	Timely release of funds to National Informatics Centre (NIC)/National Informatics Centre Services Inc. (NICSI) for National Knowledge Network (NKN) as per recommendations of High Level Committee (HLC)	Smt. Geeta Kathpalia, Group Coordinator & Scientist G	geeta@meity.gov.in	011-24301411 9810710914	High Level Committee (HLC) recommendations Availability of funds for the specify activity IFD concurrence Secretary / Minister of Electronics & Information Technology (MEIT) approval	UC for the previous release and progress report & HLC Recommendations.
8	Sanctioning of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Ms Vandana Srivastava, Director	vandana.srivastava@meity.gov.in	011-24301387 9910202818	<ul style="list-style-type: none"> • Receipt of application • Assigning applications to appraisal 	<ol style="list-style-type: none"> 1. Complete application with application fees and DPR 2. Technical/ Financial/Capex/ Land Details along with

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<p>Consultants for appraisal of Project</p> <ul style="list-style-type: none"> • Examination for appraisal including seeking information on deficiencies / clarifications from applicants 4) Obtaining recommendations of Appraisal Committee once application is recommended by appraisal consultant • Seeking approval of competent authority • Conveying the approval. 	supporting documents
9	Release of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Ms Vandana Srivastava, Director	vandana.srivastava@meity.gov.in	011-24301387 9910202818	<ul style="list-style-type: none"> • Receipt of application • Examination for release including seeking information on deficiencies from applicants, as per terms and conditions of the Sanction • Seeking approval of competent authority 	<ol style="list-style-type: none"> 1. Complete application 2. Details as per terms and conditions of approval along with supporting documents

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<ul style="list-style-type: none"> • Issuance of sanction letter for release of funds. 	
10	<p>Appraisal of New Projects for consideration of financial support in:</p> <p>(i) R&D in Electronics</p> <p>(ii) R&D in IT</p> <p>(iii) R&D in CC&BT</p> <p>(iv) R&D in Cyber Security</p> <p>(v) Human Resource Development (HRD)</p>	<p>Shri Tara Shankar, Scientist G</p> <p>Dr. Manoj Jain, Scientist F</p> <p>Ms. Sangeeta Arora, Scientist F</p> <p>Dr. Somnath Chandra, Scientist E</p> <p>Shri Anil Kumar Pipal, Scientist F</p>	<p>taras@meity.gov.in</p> <p>mjain@meity.gov.in</p> <p>sarora@meity.gov.in</p> <p>schandra@meity.gov.in</p> <p>pipal@nic.in</p>	<p>011-24364736</p> <p>011-24301280 9868869196</p> <p>9899065324 / 011-24301302</p> <p>011-24301356/ 9810162489</p> <p>011-24301323 011-24364777</p>	<p>Common to all:</p> <ul style="list-style-type: none"> • Receipt of Project Proposals in the prescribed format duly completed. • Evaluation of the Project Proposals by the Working / Expert / Empowered Group. <p>Recommendation(s) of the Working / Expert / Empowered Group(s) for the project.</p> <ul style="list-style-type: none"> • Approval of the Project Proposals by Competent Authority. • Availability of funds for the specific activity. • IFD concurrence • Approval of Secretary / Minister of Electronics & Information Technology (MEIT). 	<p>Common to all:</p> <ol style="list-style-type: none"> 1. Completed Documents (including Detailed Project Report) as per the General Financial Rules (GFR) for Grant-in-Aid (GIA) support. 2. Minutes of the Working Group meeting. 3. Acceptance of Terms & Conditions by the Implementing Agency. 4. Utilization Certificate (UC) for the previous releases (if any).

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

11	<p>Release of funds to ongoing projects:</p> <p>(i) R&D in Electronics</p> <p>(ii) R&D in IT</p> <p>(iii) R&D in CC&BT</p> <p>(iv) R&D in Cyber Security</p> <p>v) Human Resource Development (HRD)</p>	<p>Shri Tara Shankar, Scientist G</p> <p>Dr. Manoj Jain, Scientist F</p> <p>Ms. Sangeeta Arora, Scientist F</p> <p>Dr. Somnath Chandra, Scientist E</p> <p>Shri Anil Kumar Pipal, Scientist F</p>	<p>taras@meity.gov.in</p> <p>mjain@meity.gov.in</p> <p>sarora@meity.gov.in</p> <p>schandra@meity.gov.in</p> <p>pipal@nic.in</p>	<p>011-24364736</p> <p>9868869196 / 011-24301280</p> <p>9899065324 / 011-24301302</p> <p>011-24301356 / 9810162489</p> <p>011-24301323 / 011-24364777</p>	<p>Common to all:</p> <ul style="list-style-type: none"> • Recommendation of Project Review & Steering Group (PRSG) / Working Group (WG) • Submission of acceptable Utilization Certificate (UC) • Availability of funds for the specify activity • IFD concurrence • Approval of Secretary / Minister of Electronics & Information Technology (MEIT). 	<p>Common to all:</p> <ol style="list-style-type: none"> 1. Complete DPR 2. WG minutes 3. Acceptance of Terms & Conditions by the Implementing Agency 4. Technical & Financial Progress Reports 5. Acceptable Utilization Certificate (UC) for the specific project as well as all other projects sponsored by MeitY. 6. Request to release installment.
12	<p>Release of Grants to National Supercomputing Mission (NSM)</p> <p>R&D in Electronics</p>	<p>Sh. S.A.Kumar, Scientist F</p>	<p>skumar@meity.gov.in</p>	<p>011-24361186 / 9868943579</p>	<ul style="list-style-type: none"> • Evaluation and review of mission activities by NSM Technical Advisory Committee (NSM-TAC) and NSM Executive Board (NSM-EB) • Recommendations of NSM-TAC, NSM-EB 	<ol style="list-style-type: none"> 1. Progress reports 2. Minutes of the recommendations by NSM-EB, NSM-TAC 3. UC of earlier releases.

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<ul style="list-style-type: none"> • Concurrence of IFD • Availability of Funds • Approval of Competent Authority (Secretary/MeitY) 	
13	Timely recommendations to Directorate General of Foreign Trade (DGFT) as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licenses/ Advance Authorizations after receipt of complete applications from DGFT and information on deficiencies from the applicant	Ms Asha Nangia Scientist G	asha.nangia@gov.in	011-24301268 011-24359904	<ul style="list-style-type: none"> • Receipt of application from DGFT • Technical Evaluation • Reporting of deficiencies and obtaining clarifications of • Approval of competent authority • Conveying recommendation to DGFT 	<ol style="list-style-type: none"> 1. Complete application 2. Technical write-up / specifications etc.
14	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of license for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	Ms Asha Nangia Scientist G	asha.nangia@gov.in	011-24301268 011-24359904	<ul style="list-style-type: none"> • Receipt of application from DGFT • Technical Evaluation • Reporting of deficiencies and obtaining clarifications of • Approval of competent authority 	<ol style="list-style-type: none"> 1. Complete application 2. Technical write-up / specifications for import etc.

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<ul style="list-style-type: none"> • Conveying recommendation to DGFT 	
15	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	Ms Asha Nangia Scientist G	asha.nangia@gov.in	011-24301268 011-24359904	<ul style="list-style-type: none"> • Receipt of application from the Industry • Technical Evaluation • Reporting of deficiencies and obtaining clarifications • Approval of competent authority • Issuance of Concessional Custom Duty Certificate (CCDC) 	<ol style="list-style-type: none"> 1. Complete application 2. Technical write-up/specifications/Justification for import etc.
16	Empanelment of Information Security Auditing Organisations.	Smt. Savita Utreja, Scientist G	sutreja@meity.gov.in	011-24301229 9560400997	<ul style="list-style-type: none"> • Receiving and scrutiny of applications • Off-line in-house Practical Skills Test for successful applications • On-line Practical Skills Test for the applications successfully qualifying step-2 (above) • Personal Interaction Session (PIS) for the 	<ol style="list-style-type: none"> 1. Application form along with required annexure 2. Audit Reports. 3. Processing Fees of Rs.5000/- is applicable (in the form of DD).

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<p>applications successfully qualifying step-3 (above)</p> <ul style="list-style-type: none"> • Intimation of successful/unsuccessful empanelment to the applicants 	
17	Respond to Security incident	Sh Amardeep Singh Chawla, Scientist G	aschawla@meity.gov.in	011-24364737 9717222557	<p>Reporting of cyber security incidents to Incident Response Helpdesk via a) email-incident@cert-in.org.in, b) Tel:- 011-24368572 Tel:-1 800-11-4949 (Toll free), c) Fax:- 011-24368546 Fax:- 1800-11- 6969 (Toll free),</p> <p>Initial examination and registration of cyber security incident, Analysis and response of cyber security incident.</p>	Incident Reporting form
18	Issuance of security alerts on latest threats and vulnerabilities	Sh Amardeep Singh Chawla, Scientist G	aschawla@meity.gov.in	011-24364737 9717222557	<ul style="list-style-type: none"> • Tracking of latest threats & vulnerabilities, • Preparation of security alerts, advisories & vulnerability notes, 	<p>1. Vulnerability Reporting form, 2. Security alerts, advisories & vulnerability notes</p>

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<ul style="list-style-type: none"> • Publishing of security alerts, advisories & vulnerability notes on ICERT websites, • Sending security alerts, advisories & vulnerability notes via email to registered users through mailing list. 	
19	Enrolment and updation of Aadhaar	Sh Ashok Kumar, A.D.G, UIDAI	adg.eu@uidai.net.in	011-23478402	Process is available at url:- https://uidai.gov.in/ecosystem/enrolment-ecosystem.html	Documents required are available at https://uidai.gov.in/ecosystem/enrolment-documents.html
20	Authentication	Sh Yashwant Kumar, A.D.G, UIDAI Ms Deepali Sharma, A.D.G, UIDAI	yashwant.kumar@uidai.net.in deepali.sharma@uidai.net.in	011-23478604 011-23478602	Authentication may be performed by a resident by providing Aadhaar number and his identity information (Demographic and/or Biometric and/or OTP). e-KYC may be performed by a resident by providing Aadhaar number and his identity information (Biometric and/or OTP).	

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

21	Printing and delivery of Aadhaar letters	Sh. Ajai Chandra, A.D.G, UIDAI	ajai.chandra@uidai.net.in	011-23462605	<ul style="list-style-type: none"> • After generation of Aadhaar number or on updation of demographic data (excluding mobile number and email ID), Aadhaar letter is printed and dispatched to resident at the address provided at the time of enrolment or at updated address. The Aadhaar letters are delivered through the Department of Posts as First Class Digitally Franked articles (Ordinary Post). • Resident can download electronic version of Aadhaar by visiting link at https://www.eaadhaar.uidai.gov.in, which is a digitally signed document. The data on electronic version is same as that on Aadhaar letter. • UIDAI has started Order Aadhaar reprint (OAR) Service from 01.12.2018 on its website 	---
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Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

					<p>https://resident.uidai . gov.in/order-reprint to facilitate residents to get their reprinted Aadhaar letter with nominalcharges of Rs.50/- in case resident to have a new copy. This is premium service launched by UIDAI in which OAR letters are delivered through Speed Post service of India Post.</p>	
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Note: Documents Required / Fees applicable: More details can be had from <https://meity.gov.in/> & other concerned websites.

Service Standards

Sl. No.	Services / Transaction	Success Indicators	Service Standards (%)	Data Source
1	Approval of project proposals for various e-Governance projects	8 weeks from receipt of the proposal	85	Records
2	Release of installment to implementation agency: (viz., eTaal 2.0 Project, NeGD 2.0, Awareness & Communication, Promotion of Open Government Data (OGD) Platform, MyGov Platform, eMail Solution, eSampark & eGreeting Platform, Securing eMail Solution Project)	4 - 6 weeks from receipt of Utilization Certificate (UC), recommendations of Project Review & Steering Group (PRSG), submission of all documents required as per the administrative approval, etc.	80	Records
3	Approval of proposals for Setting up of State Wide Area Networks (SWANs)	6 weeks from receipt of proposals	85	Records
4	Release of Installments to State Governments for SWANs	4 weeks from receipt of UC & request to release installment	80	Records
5	Timely release of funds to National Informatics Centre Services Inc. (NICSi) / National Informatics Centre (NIC) for National Knowledge Network (NKN) as per recommendations of High Level Committee (HLC)	Within 3 months of the recommendations of the HLC	90	Records
6	Sanctioning of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant and receipt of approval of the Competent Authority based on recommendations of the Appraisal Committee.	85	Records
7	Release of incentives to industry under Modified Special Incentive Package Scheme (M-SIPS)	Within 60 days of receipt of fully completed applications / information on deficiencies from the applicant as per terms and conditions of the Sanction and allocation of funds by the Planning Commission.	85	Records
8	Appraisal of New Projects for consideration of	The projects would be initiated within 6 months	80	Records

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

	financial support towards: R&D in (IT / Electronics / CC&BT / Cyber Security) and also for Initiation of New Projects and Release of funds in HRD.	from the date of the final favorable recommendation(s) of the Working / Expert / Empowered Group(s) subject to receipt of required supporting document and within one month from the approval of Competent Authority, subject to availability of Funds, and submission of required supporting documents.		
9	Release of funds to ongoing projects towards: R&D in (IT / Electronics / CC&BT / Cyber Security). Also for Initiation of New Projects and Release of funds in HRD.	2 months from the date of receipt of acceptable Utilization Certificate (UC) and audited Statement of account, as applicable for not only the on-going projects but any other projects sponsored by MeitY in that Institution, request to release instalment, recommendation of Project Review & Steering Group (PRSG), subject to concurrence & approval of Competent Authority and availability of Funds.	80	Records
10	Timely recommendations to Directorate General of Foreign Trade (DGFT) as concerned Administrative Ministry from technical angle in respect of ratification of norms pertaining to Advance Licenses/ Advance Authorizations after receipt of complete applications from DGFT and information on deficiencies from the applicant	Within 30 days of receipt of fully completed applications / information on deficiencies.	85	Records
11	Timely recommendations to DGFT as concerned Administrative Ministry in respect of applications for issuance of license for import of Restricted Items after receipt of complete applications from DGFT and information on deficiencies from the applicant	Within 30 days of receipt of fully completed applications / information on deficiencies.	85	Records
12	Timely issuance of Concessional Customs Duty Certificates under relevant Notifications of Department of Revenue	Within 30 days of receipt of fully completed applications / information on deficiencies from the applicant.	85	Records
13	Empanelment of Information Security Auditing Organisations.	The unsuccessful empanelment would be intimated to the applicants within 6 weeks from receiving of fully complete applications.	85	Records

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

14	Respond to Security incident	Initial Response within 6 hours of receiving the security incident (reasonable time-frame depending upon the severity of incident)	85	Records
15	Issuance of security alerts on latest threats and vulnerabilities	Publication of alerts within 72 hours of tracking an issue	90	Records
16	Enrolment and updation of Aadhaar	Generation of Aadhaar Number Up-to 6 weeks from Enrolment	85	Central Identities Data Repository (CIDR)
17	Authentication service	Instant response (Turn over time 2 seconds).	80	CIDR
18	Printing and delivery of Aadhaar letters.	Printed and given to delivery partner, which is Department of Posts, within two weeks of Aadhaar generations.	85	CIDR

Grievance Redress Mechanism

Name of the Public Grievance Officer	Helpline	E-mail
Ms. Simmi Chaudhary, Economic Adviser, MeitY, Director of Grievances	011-24361951	s.chaudhary@meity.gov.in

Complainants can meet the Director of Grievances on every Wednesday between 10:00 am – 1:00 pm.

Expectations from Complainants

- Submission of complete precise and factual grievances on PG Portal
- Provide identification preferably by giving their telephone no. / email ID for follow up
- Avoid anonymous grievances and submission of Grievance through e-mail.

For Grievance Redressal Process and Timeline please refer <https://pgportal.gov.in/>

Stakeholders / Clients

Sl. No.	Stakeholders/ Clients Description
1	NIC, STQC Directorate - Attached Offices of MeitY
2	Organizations of MeitY (Attached Offices and Subordinate Organizations: Societies / Autonomous Bodies, Statutory Organizations, Other Organizations of MeitY)
3	Ministries / Departments of Government of India
4	State Governments/Union Territories, PSUs
5	Concerned Universities / Academic Institutions, R&D Institutions / Labs
6	Industry / Industry Associations relating to Electronics & IT-ITeS
7	Citizens of India.

Organisations of MeitY

Attached Offices of the Ministry of Electronics and Information Technology (MeitY)

Sl. No..	Name of the Organisation	Name and Designation of the Head of the Organisation	Address of the Organisation
1.	National Informatics Centre (NIC)	Smt. Neeta Verma, Director General +91-11-2361504 (Office) +91-11-24364873 (Fax) e-Mail ID : dg@nic.in	National Informatics Centre (NIC), MeitY, A-Block, CGO Complex, Lodhi Road, New Delhi - 110 003. URL:- http://www.nic.in/
2.	Standardization, Testing and Quality Certification Directorate (STQC Dte.)	Shri Arvind Kumar, Director General Tel : 011-24363089 Fax : 011-24363083 E-Mail ID : dgstqc@meity.gov.in	Standardization, Testing and Quality Certification Directorate (STQC Dte.), MeitY, Electronics Niketan, 6 CGO Complex, New Delhi 110 003

Section 8 Companies of Ministry of Electronics and Information Technology (MeitY)

Sl. No.	Name of the Organisation	Name and Designation of the Head of the Organisation	Address of the Organisation
1.	National Informatics Centre Services Inc. (NICSI) [under National Informatics Centre (NIC)]	Shri Gopalakrishnan S., Chairperson, Board of Directors (NICSI)	National Informatics Centre Services Inc. (NICSI), Ministry of Electronics & Information Technology Electronics Niketan, 6 CGO Complex New Delhi - 110003
		Shri Prashant Kumar Mittal, Managing Director Tel : 26105291 Fax : 26105212 E-mail : mdnicsi@nic.in	National Informatics Centre Services Inc. (NICSI), 6th Floor, Hall No. 2&3, NBCC Tower, 15 Bhikaji Cama Place, New Delhi - 110066.
2.	Digital India Corporation (DIC)	Shri Gopalakrishnan S. Managing Director &CEO	Digital India Corporation (DIC), Ministry of Electronics & Information Technology Electronics Niketan, 6 CGO Complex New Delhi - 110003
		Digital India Corporation Tel : 011-24301628 Email : ceo@digitalindia.gov.in	Digital India Corporation (DIC), 708-723, 7 th Floor Devika Tower, 6 Nehru Place New Delhi - 110019
2(a)	National e-Governance Division(NeGD)	Shri Abhishek Singh CEO Tel : 11-30481624 Fax : +91-11-30481611 Email : webmaster@digitalindia.gov.in	National e-Governance Division, 4th Floor, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi: 110003.
2(b)	MyGov	Shri Abhishek Singh CEO MyGov (Add. Charge) Tel : 011-24364706 Email : ceo@mygov.in	O/o CEO, MyGov Room No.3015, 3 rd Floor Ministry of Electronics & Information Technology Electronics Niketan, 6 CGO Complex New Delhi - 110003

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

Sl. No.	Name of the Organisation	Name and Designation of the Head of the Organisation	Address of the Organisation
3.	National Internet Exchange of India (NIXI)	Shri Sanjay Goel, Joint Secretary &CEO Tel : +91-11-24363114 (Office) Email : ceo@nixi.in Email : js.goel@meity.gov.in	National Internet Exchange of India (NIXI), Ministry of Electronics and Information Technology, CGO Complex, Lodhi Road, New Delhi - 110 003.
			C/o National Internet Exchange of India 6C,6D,6E,Hansalaya Building 15, Barakhamba Road, New Delhi-110001. Fax : +91-11-48202013 Email : info@nixi.in
4.	CSC e-Governance Services India Limited	Shri Dinesh Tyagi, CEO Email : dinesh.tyagi@cscgovindia.com	CSC e-Governance Services India Limited, Ministry of Electronics & Information Technology, Electronics Niketan, 3 rd Floor, MeitY, 6 CGO Complex, Lodhi Road, New Delhi - 110003 Phone : 011-24301349

Autonomous Societies of Ministry of Electronics and Information Technology (MeitY)

Sl. No.	Name of the Organisation	Name and Designation of the Head of the Organisation	Address of the Organisation
1.	ERNET India Education & Research in Computer Networking (ERNET)	Smt. Geeta Kathpalia Director General Tel : 011-22170586 Fax : 011-22170602 Email : dg@eis.ernet.in	Education & Research in Computer Networking (ERNET) India , 5th Floor, Block-I, A Wing, DMRC IT Park, Shastri Park, Delhi-110053
2.	Centre for Development of Advanced Computing (C-DAC)	Dr. Hemant Darbari, Director General Tel : 020-25696565 Fax : 020-25691111 Email : darbari@cdac.in	C-DAC Pune University Campus Ganesh Khind, Pune - 411 007
3.	Software Technology Parks of India (STPI) :	Dr. Omkar Rai, Director General Tel : 011-24363108 Fax : 011-23438173 Email : rai@stpi.in	STPI 9th Floor, NDCC-II Building, Jai Singh Road (Opp. Jantar Mantar), New Delhi-110 001.
4.	National Institute of Electronics and Information Technology (NIELIT)	Shri Jaideep Kumar Mishra, Joint Secretary & Director General (Additional Charge) Tel : 011-24364870 Fax : 011-24363335 Email : dg@nielit.gov.in	National Institute of Electronics and Information Technology (NIELIT), Ministry of Electronics & Information Technology, Electronics Niketan, 3rd Floor, MeitY, 6 CGO Complex, Lodhi Road, New Delhi - 110003 NIELIT HQ Address: NIELIT Bhawan, Plot No. 3, Industrial Area, PSP Pocket, Sector-8, Dwaraka, New Delhi -110077.

Citizen's / Client's Charter for Ministry of Electronics and Information Technology (MeitY) - 2019

Sl. No.	Name of the Organisation	Name and Designation of the Head of the Organisation	Address of the Organisation
5.	Society for Applied Microwave Electronics Engineering and Research (SAMEER)	Smt. Sulabh R. Ranade, Director General Tel : +91-22-25727200 Fax : +91-22-25723470 Email : director@sameer.gov.in	SAMEER, IIT Campus, Powai Post Box No. 8448, Mumbai Maharashtra - 400076
6.	Centre for Materials for Electronics Technology (C-MET)	Dr. N.R. Munirathnam, Director General Tel : 011-24364321 (Delhi) 020-25898724 (Pune) Fax : +91-020- 25898085 / 25898180 Email : rathnam@cmet.gov.in	C-MET (Head Quarters), Panchawati, Off Pashan Road, Pune-411008.

Statutory Organisations of Ministry of Electronics & Information Technology (MeitY)

Sl.No.	Name of the Organisation	Name and Designation of the Head of the Organisation	Address of the Organisation
1.	Controller of Certifying Authorities (CCA)	Smt. Junu Rani Das Kailay, Controller of Certifying Authorities Tel : 011-24363073 Email : cca@cca.gov.in	Ministry of Electronics & Information Technology Electronics Niketan, 6 CGO Complex New Delhi - 110003
2.	Indian Computer Emergency Response Team (ICERT)	Dr. Sanjay Bahl, Director General Tel : 011-24368544 Fax : 011-24366806 Email : sanjay.bahl@nic.in	Ministry of Electronics & Information Technology Electronics Niketan, 6 CGO Complex New Delhi - 110003
3.	Unique Identification Authority of India (UIDAI)	Shri Pankaj Kumar CEO Tel : 011-23746211 Email : ceo@uidai.gov.in	UIDAI Bangla Sahib Raod, Behind Kali Mandir Gole Market, New Delhi - 110001

Indicative expectations from Service Recipients

SL. No.	Indicative Expectations from Service recipients
1	Submission of complete valid Detailed Project Report (DPR) / proposals / requests ⁺
2	Timely submission of Utilization Certificates in prescribed format (latest - as applicable)
3	Submission of Electronic copy of project document for Mission Mode Projects
4	Submission of complete R&D grant proposals in prescribed format including revised proposals
5	Submission of applications complete in all respects
6	Timely response to deficiencies pointed out in application forms
7	Submission of complete Security Incident Reporting form
8	Implementation of the Projects by all the concerned Clients [Participating Institutions (PIs) / Stake-Holders etc.] as per the norms & as applicable.
9	Furnishing of the Reports : Physical / Financial / Outcome / Impact-analysis vis-à-vis the Targets

Note (+): Templates of proposals & DPR available on: www.meity.gov.in

Month and year for next review of the Charter: June 2020.